

*(B)*  
*DKS/SP*

means for communicating, using a common standardized message structure set, with at least one computer telephony application;

a translation layer for translating messages from the standardized message structure set to the message structure set of one or more of (i) a plurality of PBXs; (ii) a plurality of network servers for a packet telephony network; (iii) a plurality of public switch telephone network (PSTN) switches; (iv) one or more additional telephony environments; and

means for selecting one of said telephony environments upon receipt of a selection message from said applications programs.

*AnsB1  
Cont.*

---

6. A call processing system comprising:

a personal computer, said personal computer including means for receiving an account number or other identifying information associated with a user's account, means for performing a table lookup to ascertain a full record of information regarding the users account, and means for displaying such information on a computer screen[,];

a local area network arranged to effectuate communications between said personal computer and other computer devices, said communications occurring utilizing a standard communications protocol and message set;

a server, said server also being connected to the local area network and being configured to communicate with said personal computer, said server also being capable of communicating with a plurality of telephony environments including a data network gatekeeper, a PBX, and a PSTN switch, said communications with said telephony environments utilizing different protocols